

Parchment's Member Support Has Changed!

With the upcoming release of Parchment Exchange comes a completely new support experience. Our Member Support Portal is a one-stop comprehensive solution for all of your support needs.

The screenshot shows the Parchment Member Support Portal. At the top, the Parchment logo is on the left, and a 'Welcome Mike' message is on the right. Navigation links for 'Home', 'Self Help', and 'My Support' are in the top right. A left sidebar lists 'Help Topics' including Registration & Login, High School Transcripts, College Transcripts, Preferences, Profile, Parents, Security, Privacy & Policies, Troubleshooting, High School Administrators, College/University Administrators, and Known Issues. The main content area has a blue header 'Member Support' with a search bar and a 'Search for Answers' button. Below this is a 'NOTICE OF DOWNTIME' about a system upgrade on May 4th. Further down are four sections: 'Knowledge Base' (browse for answers), 'Downloads & Documentation' (access guides and tutorials), 'Submit a Ticket' (submit support requests), and 'Contact Us' (contact the support line). At the bottom, there are two tables: 'Most Popular Topics' and 'Most Recently Added Topics'.

Most Popular Topics	Viewed
Ordering Official College Transcripts	7233
Track Your College Transcript Requests	4505
Ordering High School Transcripts	3311
Where is My Electronic Transcript?	3271
Transcript Resend Policy	2385
How Do I Sign In to Member Support to Access My Support Tickets and other Support Features?	2377
The School I'm Applying to Never Received my Electronic Transcript	2144

Most Recently Added Topics
Why Am I Unable to Open the Download Transcript Link?
Why Does My Confirmation Email Say I Was Charged More Than The Website?
Download Center
Docufile Receiver Limited
Generating a Key Pair
Receiver with SFTP is No Longer Receiving Files
Setting Up SFTP Services





What's New with Member Support?

- One-stop shop Member Support Portal
- Comprehensive product knowledge base with administrator how-to topics, technical troubleshooting, new release guides, videos, and more!
- Subscribe to knowledge base articles to receive notifications about updated content; submit feedback about individual articles to help us make them better
- Stay up to date on the latest releases and functionality
- Multi-channel support channels, including robust ticket submission with back-end intelligent routing for quick resolution

To Access the Member Support Portal:

1. Sign in to your **Parchment Account** at <http://exchange.parchment.com>
2. Click **Support** at the top of your screen
3. This will pass you through to the new Member Support Portal

Multi-Channel Support Options

 Knowledge Base Click here to browse the Knowledge Base for answers to your questions.	 Downloads & Documentation Click here to access Downloads, User Guides, Release Notes, and Video Tutorials to help along the way.
 Submit a Ticket Click here to submit a support request to our team.	 Contact Us Click here to contact Parchment's dedicated Administrator Support Line.

Once you land on the Support Portal, choose from any of the following channels for support:

Self-Help Knowledge Base

From the Member Support Home page you can access the Knowledge Base multiple ways:

- Type your keyword(s) in the big search bar
- Click through the left-hand navigation menu to find the folder and knowledge base articles that are relevant to your inquiry
- Click the Knowledge Base icon to see a condensed view of the main knowledge base folders and a few of the articles that reside within them


Subscribe to an Article

Subscribing to an article will enable you to receive email notifications when an article has been updated.

Submit a Ticket

Topic Information
Topic #: 30029-7
Date Created: 11/13/2012
Last Modified Since: 1/2/2013
Viewed: 8

Related Topics
[Update Your College Discovery Setting](#)
[Update Your Parchment Profile & Privacy Settings](#)
[Update Your Log-In Information](#)

☒ [Subscribe](#)
 [Print Topic](#)
 [Email this topic](#)

To Subscribe to an Article:

1. Open any knowledge article
2. Click the **Subscribe** link to the left of the article
3. Your first name and email address will become visible with a **Subscribe** button beneath; click **Subscribe** to complete the process

Contact Us Via Phone:

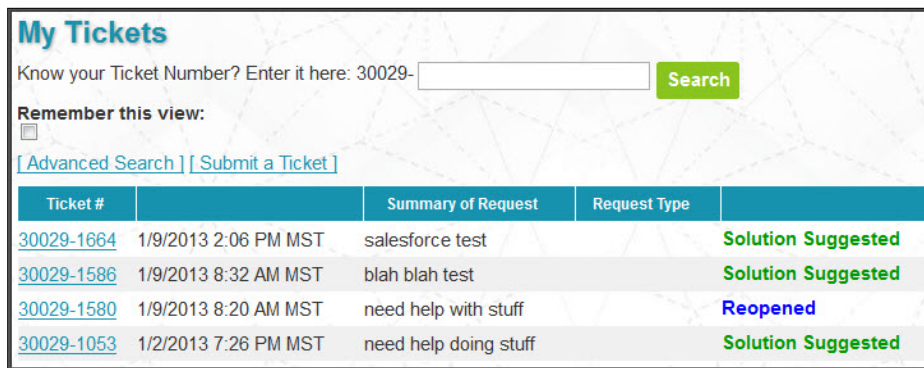
- Click the “Contact Us” icon on the Member Support Home page
- Dedicated phone support for institutional administrators
NOTE: this line is not staffed for student inquiries
- Our administrator support team is available from 9AM – 6PM EST

Submit A Ticket:

1. Click the **Submit A Ticket** icon on the Member Support Home page
2. Select from the drop down fields the options that match your request
3. Include a Summary of Details in the provided text box
4. Click **Submit** – a ticket will be created for you with an email notification to keep you updated until it’s resolved

Manage Your Tickets:

1. Select **My Support** (in the main header above the Member Support search bar)
2. View the status
 - a. If the ticket is open, click on the ticket number to add more information or close the ticket
 - b. If the ticket is Solution Suggested, click on the ticket number to approve or decline the suggested solution



Ticket #		Summary of Request	Request Type	
30029-1664	1/9/2013 2:06 PM MST	salesforce test		Solution Suggested
30029-1586	1/9/2013 8:32 AM MST	blah blah test		Solution Suggested
30029-1580	1/9/2013 8:20 AM MST	need help with stuff		Reopened
30029-1053	1/2/2013 7:26 PM MST	need help doing stuff		Solution Suggested

NOTE: While you can always use the Support Portal to access your ticket history, also know that anytime our team makes and update to your support ticket, you will be notified via an email. You can always respond to that email to keep in touch.

Don't Forget:

1. 100% of Parchment Support is managed in house. However, **we are not** currently staffed to provide phone support to students due to the size of our team. Therefore, we ask that only Administrators utilize the dedicated phone line to reach our support team. Our hours of availability are 9AM-6PM EST.
2. The best way to access the support site is to first login to Parchment and then click the “Support” link at the top of the page. This lets us know who you are when you’re on the site, thereby allowing us to cater content and features just for you.